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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				Application Number	10/673,118
				Filing Date	09-26-2003
				First Named Inventor	Flockhart
				Art Unit	2195
				Examiner Name	WAI, ERIC CHARLES
Sheet	1	of	1	Attorney Docket Number	4366-106

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-kind Code <sup>2 (if known)</sup>	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document Country Code <sup>3</sup> ; Number <sup>4</sup> ; Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
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/EW/	6	Spraetz, Out with the new, in with the old: A look at scheduling alternatives, Customer Inter@ction Solutions, Nov. 2001: 20,5.
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Examiner Signature	/Eric Wai/	Date Considered	01/07/2009
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\*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.